

Missouri Department of Insurance, Financial Institutions & Professional Registration
2008 Complaint Report

All Property and Casualty Writers
(Excluding Accident and Health)
Complaint Indices

Missouri Department of Insurance, Financial Institutions & Professional Registration
2008 Complaint Report

Property and Casualty Insurance Complaint Indices (Excluding Accident and Health)					
Alpha by Company					
Code	Name	Complaints 2006-2008	Average Annual Premium 2006- 2008	Average Market Share 2006- 2008	Complaint Index
44725	1st Auto & Casualty Insurance Company	0	\$25,295	0.0%	0
12963	21st Century Insurance Company	0	\$882,812	0.0%	0
22896	ACA Financial Guaranty Corporation	0	\$263,380	0.0%	0
10349	Acceptance Casualty Insurance Co	1	\$2,357,704	0.0%	65
20010	Acceptance Indemnity Insurance Co	0	\$2,817	0.0%	0
12304	Accident Fund General Insurance Company	0	\$1,137,218	0.0%	0
10166	Accident Fund Ins Co Of America	2	\$26,182,461	0.3%	12
12305	Accident Fund National Insurance Company	1	\$4,851,819	0.1%	32
11573	Accident Insurance Company Inc	0	\$2,279	0.0%	0
26379	Accredited Surety & Casualty Company Inc	0	\$28,490	0.0%	0
22667	Ace American Insurance Company	10	\$67,328,162	0.8%	23
20702	Ace Fire Underwriters Insurance Company	1	\$3,255,154	0.0%	47
20699	Ace Property & Casualty Insurance Company	0	\$72,680,441	0.9%	0
19984	ACIG Insurance Company	0	\$299,445	0.0%	0
22950	Acstar Insurance Company	0	\$115,575	0.0%	0
14184	Acuity A Mutual Insurance Company	4	\$31,537,094	0.4%	20
10324	Addison Insurance Company	2	\$8,463,354	0.1%	36
40517	Advantage Workers Compensation Ins Co	0	\$19,586	0.0%	0
33898	Aegis Security Insurance Company	0	\$159,823	0.0%	0
10014	Affiliated FM Insurance Company	0	\$12,280,903	0.1%	0
42609	Affirmative Insurance Company	117	\$12,513,083	0.1%	1,443
22837	AGCS Marine Insurance Company	0	\$939	0.0%	0
42757	Agri General Insurance Company	1	\$20,067,976	0.2%	8
25232	AIG Advantage Insurance Company	0	\$181,872	0.0%	0
19402	AIG Casualty Company	0	\$2,919,297	0.0%	0
34789	AIG Centennial Insurance Company	4	\$2,441,087	0.0%	253
36587	AIG National Insurance Company Inc	27	\$7,401,663	0.1%	563
20796	AIG Premier Insurance Company	0	\$1,420,490	0.0%	0
19399	AIU Insurance Company	3	\$2,296,522	0.0%	202
38733	Alaska National Insurance Company	0	\$79,986	0.0%	0
24899	Alea North America Insurance Company	0	\$163,627	0.0%	0
12188	Alfa Vision Insurance Corporation	26	\$5,055,400	0.1%	794
13285	Allegheny Casualty Company	0	\$241,056	0.0%	0
19186	Alliance Insurance Company Inc	5	\$2,559,753	0.0%	302
35300	Allianz Global Risks US Insurance Company	0	\$8,827,327	0.1%	0
42579	Allied Property & Casualty Insurance Company	33	\$38,944,290	0.5%	131
10690	Allied World National Assurance Company	0	\$2,435,479	0.0%	0
22730	Allied World Reinsurance Company	0	\$1,314	0.0%	0
41840	Allmerica Financial Benefit Insurance Company	0	\$14,790	0.0%	0
29688	Allstate Fire & Casualty Insurance Company	24	\$25,842,859	0.3%	143
19240	Allstate Indemnity Company	62	\$41,143,497	0.5%	233
19232	Allstate Insurance Company	117	\$74,297,692	0.9%	243
17230	Allstate Property & Casualty Insurance Company	112	\$84,887,713	1.0%	204
38156	Alpha Property & Casualty Insurance Co	7	\$1,845,711	0.0%	585

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Code	Name	Complaints 2006-2008	Average Annual Premium 2006- 2008	Average Market Share 2006- 2008	Complaint Index
18708	AMBAC Assurance Corporation	0	\$6,892,607	0.1%	0
19100	AMCO Insurance Company	36	\$62,717,242	0.8%	89
25402	AMCOMP Assurance Corporation	0	\$775,953	0.0%	0
10346	AMCOMP Preferred Insurance Company	0	\$278	0.0%	0
12548	American Agri-business Insurance Company	0	\$13,011,391	0.2%	0
10103	American Agricultural Insurance Co	0	\$3,561,413	0.0%	0
19720	American Alternative Insurance Corporation	2	\$12,271,567	0.1%	25
21849	American Automobile Insurance Company	3	\$15,848,696	0.2%	29
10111	American Bankers Insurance Company Of FL	16	\$19,082,499	0.2%	129
20427	American Casualty Company Of Reading PA	1	\$7,028,773	0.1%	22
19941	American Commerce Insurance Company	0	\$134,896	0.0%	0
45934	American Compensation Insurance Company	0	\$308,249	0.0%	0
10216	American Contractors Indemnity Company	0	\$526,887	0.0%	0
19690	American Economy Insurance Company	6	\$9,147,076	0.1%	101
23450	American Family Home Insurance Company	5	\$3,935,194	0.0%	196
19275	American Family Mutual Insurance Company	568	\$794,528,265	9.5%	110
37931	American Farmers & Ranchers Insurance Co	0	\$303,739	0.0%	0
10170	American Federated Insurance Company	0	\$234,059	0.0%	0
24066	American Fire & Casualty Company	0	\$3,522,702	0.0%	0
24376	American General Indemnity Company	0	\$503,396	0.0%	0
26247	American Guarantee & Liability Insurance Co	0	\$25,396,140	0.3%	0
43494	American Hallmark Insurance Company Of TX	0	\$63,785	0.0%	0
13331	American Hardware Mutual Insurance Company	0	\$11,398	0.0%	0
19380	American Home Assurance Company	30	\$76,935,826	0.9%	60
21857	American Insurance Company The	1	\$7,013,058	0.1%	22
32220	American International Insurance Company	0	\$5,330,870	0.1%	0
40258	American International South Insurance Co	26	\$7,456,963	0.1%	538
31895	American Interstate Insurance Company	1	\$7,205,176	0.1%	21
16810	American Mercury Insurance Company	0	\$223,902	0.0%	0
23469	American Modern Home Insurance Co	11	\$9,705,923	0.1%	175
38652	American Modern Select Insurance Company	2	\$1,411,972	0.0%	219
22918	American Motorists Insurance Company	0	\$3,939	0.0%	0
39942	American National General Insurance Company	2	\$1,112,908	0.0%	277
28401	American National Property & Casualty Co	30	\$35,280,305	0.4%	131
19615	American Reliable Insurance Company	4	\$2,073,608	0.0%	298
19631	American Road Insurance Company	0	\$5,975,465	0.1%	0
39969	American Safety Casualty Insurance Company	0	\$62,576	0.0%	0
42978	American Security Insurance Company	9	\$15,377,209	0.2%	90
42897	American Service Insurance Company	12	\$1,185,645	0.0%	1,562
41998	American Southern Home Insurance Company	0	\$36,170	0.0%	0
10235	American Southern Insurance Company	0	\$57,769	0.0%	0
19283	American Standard Insurance Co of WI	87	\$72,110,014	0.9%	186
19704	American States Insurance Company	8	\$14,356,299	0.2%	86
31380	American Surety Company	0	\$8,755	0.0%	0
40142	American Zurich Insurance Company	0	\$10,516,014	0.1%	0

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Code	Name	Complaints 2006-2008	Average Annual Premium 2006- 2008	Average Market Share 2006- 2008	Complaint Index
19488	Amerisure Insurance Company	0	\$19,730,312	0.2%	0
23396	Amerisure Mutual Insurance Company	1	\$21,540,245	0.3%	7
27928	Amex Assurance Company	2	\$2,177,720	0.0%	142
19976	AMICA Mutual Insurance Company	1	\$3,738,467	0.0%	41
34738	ARAG Insurance Company	0	\$122,489	0.0%	0
11150	Arch Insurance Company	1	\$11,531,547	0.1%	13
19860	Argonaut Great Central Insurance Co	1	\$9,131,095	0.1%	17
19801	Argonaut Insurance Company	0	\$1,382,888	0.0%	0
19828	Argonaut Midwest Insurance Company	0	\$1,388,968	0.0%	0
41459	Armed Forces Insurance Exchange	3	\$1,824,428	0.0%	254
10194	Artisan & Truckers Casualty Company	1	\$3,469,497	0.0%	44
21865	Associated Indemnity Corporation	1	\$828,316	0.0%	186
19305	Assurance Company Of America	11	\$9,600,468	0.1%	177
30180	Assured Guaranty Corp	0	\$1,852,493	0.0%	0
41769	Athena Assurance Company	0	\$154,400	0.0%	0
19895	Atlantic Mutual Insurance Company- <i>Suspended-</i>	1	\$680,524	0.0%	227
27154	Atlantic Specialty Insurance Company	0	\$1,320,458	0.0%	0
25422	Atradius Trade Credit Insurance Inc	0	\$1,450,109	0.0%	0
13412	Austin Mutual Insurance Company	0	\$3,426,125	0.0%	0
27235	Auto Club Family Insurance Company	81	\$47,068,671	0.6%	266
18988	Auto Owners Insurance Company	21	\$46,795,028	0.6%	69
15512	Automobile Club Inter-insurance Exchange	97	\$90,124,539	1.1%	166
19062	Automobile Ins Co Of Hartford CT	6	\$4,796,597	0.1%	193
10367	Avemco Insurance Company	0	\$836,357	0.0%	0
29530	AXA Art Insurance Corporation	0	\$491,471	0.0%	0
33022	AXA Insurance Company	0	\$290,010	0.0%	0
37273	Axis Insurance Company	0	\$2,628,969	0.0%	0
20370	Axis Reinsurance Company	0	\$3,799,275	0.0%	0
24813	Balboa Insurance Company	11	\$7,556,328	0.1%	225
18538	Bancinsure Inc	0	\$1,255,121	0.0%	0
33162	Bankers Insurance Company	0	\$124,013	0.0%	0
18279	Bankers Standard Insurance Company	0	\$296,173	0.0%	0
29513	Bar Plan Mutual Insurance Company The	2	\$14,385,649	0.2%	21
10966	Bar Plan Surety & Fidelity Company, The	0	\$622,053	0.0%	0
38245	BCS Insurance Company	6	\$2,849,208	0.0%	325
37540	Beazley Insurance Company Inc	0	\$1,371,240	0.0%	0
41394	Benchmark Insurance Company	0	\$1,939,753	0.0%	0
29580	Berkley Regional Insurance Company	0	\$107,725	0.0%	0
20095	Bituminous Casualty Corporation	5	\$12,778,774	0.2%	60
20109	Bituminous Fire & Marine Ins Co	0	\$1,096,793	0.0%	0
12311	Bloomington Compensation Insurance Company	0	\$95,136	0.0%	0
27081	Bond Safeguard Insurance Company	0	\$335,342	0.0%	0
19658	Bristol West Insurance Company	6	\$3,038,288	0.0%	305
13528	Brotherhood Mutual Insurance Co	3	\$7,816,667	0.1%	59

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Code	Name	Complaints 2006-2008	Average Annual Premium 2006- 2008	Average Market Share 2006- 2008	Complaint Index
35955	California Casualty General Ins Co of Oregon	0	\$1,700,146	0.0%	0
20117	California Casualty Indemnity Exchange	7	\$2,047,775	0.0%	528
20125	California Casualty Insurance Company	0	\$438	0.0%	0
15725	Cameron Mutual Insurance Company	43	\$48,701,511	0.6%	136
42498	Cameron National Insurance Company	0	\$5,349,667	0.1%	0
36340	Camico Mutual Insurance Company	0	\$735,946	0.0%	0
10464	Canal Insurance Company	11	\$4,960,385	0.1%	342
30589	Capital City Insurance Company Inc	0	\$197,720	0.0%	0
10472	Capitol Indemnity Corporation	2	\$2,126,874	0.0%	145
10510	Carolina Casualty Insurance Company	6	\$8,986,696	0.1%	103
11255	Caterpillar Insurance Company	0	\$13,586,796	0.2%	0
19518	Catlin Insurance Company Inc	0	\$78,201	0.0%	0
19909	Centennial Insurance Company- <i>Suspended-</i>	0	\$407,554	0.0%	0
34274	Central States Indemnity Company Of Omaha	0	\$1,783,379	0.0%	0
42765	Centurion Casualty Company	0	\$6,312	0.0%	0
26905	Century-national Insurance Company	0	\$22,806	0.0%	0
37524	Charter Indemnity Company	1	\$686,521	0.0%	225
25615	Charter Oak Fire Insurance Co The	6	\$13,214,415	0.2%	70
10642	Cherokee Insurance Company	1	\$3,876,695	0.0%	40
22810	Chicago Insurance Company	0	\$1,509,735	0.0%	0
10499	Chrysler Insurance Company	0	\$2,519,199	0.0%	0
12777	Chubb Indemnity Insurance Company	0	\$2,777,548	0.0%	0
10052	Chubb National Insurance Company	0	\$1,416,145	0.0%	0
10669	Church Insurance Co The	0	\$792	0.0%	0
18767	Church Mutual Insurance Company	2	\$19,964,103	0.2%	15
25771	CIFG Assurance North America Inc- <i>Suspended-</i>	0	\$27,945	0.0%	0
22004	CIM Insurance Corporation	0	\$900	0.0%	0
28665	Cincinnati Casualty Company The	2	\$9,653,620	0.1%	32
23280	Cincinnati Indemnity Company Inc	0	\$5,382,808	0.1%	0
10677	Cincinnati Insurance Company The	15	\$78,354,321	0.9%	30
31534	Citizens Insurance Company Of America	0	\$257,640	0.0%	0
10315	Civic Property & Casualty Co	8	\$2,048,598	0.0%	603
20532	Clarendon National Insurance Company	1	\$1,376,642	0.0%	112
25070	Clearwater Insurance Company	0	\$72,516	0.0%	0
29114	CMG Mortgage Assurance Company	0	\$893	0.0%	0
40266	CMG Mortgage Insurance Company	0	\$1,674,155	0.0%	0
30112	CNL Insurance America Inc	0	\$63,962	0.0%	0
34347	Colonial American Casualty & Surety C	0	\$779,907	0.0%	0
10758	Colonial Surety Company	0	\$18,287	0.0%	0
27812	Columbia Insurance Company	0	\$471	0.0%	0
40371	Columbia Mutual Insurance Company	23	\$32,933,072	0.4%	108
19640	Columbia National Insurance Company	5	\$13,821,430	0.2%	56
19410	Commerce & Industry Insurance Co	12	\$42,685,779	0.5%	43
10220	Commonwealth Ins Co Of America	0	\$763,651	0.0%	0
12157	Companion Property & Casualty Insurance Co	0	\$115,659	0.0%	0

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Code	Name	Complaints 2006-2008	Average Annual Premium 2006- 2008	Average Market Share 2006- 2008	Complaint Index
34711	Computer Insurance Company	0	\$191,789	0.0%	0
10204	Consumers Insurance USA Inc	29	\$10,748,346	0.1%	417
20443	Continental Casualty Company	6	\$62,538,724	0.7%	15
28258	Continental Indemnity Company	0	\$592,323	0.0%	0
35289	Continental Insurance Company The	3	\$161,423,623	1.9%	3
10804	Continental Western Insurance Company	11	\$40,073,507	0.5%	42
37206	Contractors Bonding & Insurance Company	0	\$663,937	0.0%	0
16411	Cooperative Mutual Insurance Company	0	\$1,229,324	0.0%	0
10783	Cornerstone National Insurance Company	21	\$16,542,020	0.2%	196
20982	Country Casualty Insurance Company	0	\$586,416	0.0%	0
20990	Country Mutual Insurance Company	30	\$15,802,538	0.2%	293
21008	Country Preferred Insurance Company	7	\$7,044,123	0.1%	153
26492	Courtesy Insurance Company	0	\$714,560	0.0%	0
30082	CPA Insurance Company	0	\$59,794	0.0%	0
31348	Crum & Forster Indemnity Company	0	\$449,721	0.0%	0
10847	Cumis Insurance Society Inc	0	\$5,940,321	0.1%	0
21164	Dairyland Insurance Company	19	\$14,435,144	0.2%	203
34924	Dakota Truck Underwriters	0	\$263,888	0.0%	0
32271	Dallas National Insurance Company	0	\$217,544	0.0%	0
16624	Darwin National Assurance Company	0	\$601,706	0.0%	0
16705	Dealers Assurance Company	2	\$591,122	0.0%	522
37907	Deerbrook Insurance Company	2	\$364,700	0.0%	847
37184	Deerfield Insurance Company	0	\$24,742	0.0%	0
35408	Delos Insurance Company	0	\$52,542	0.0%	0
18813	Dentists Benefits Insurance Company	0	\$6,158	0.0%	0
42587	Depositors Insurance Company	10	\$16,340,288	0.2%	94
12718	Developers Surety & Indemnity Company	0	\$336,652	0.0%	0
10659	Diamond Insurance Company	1	\$372,888	0.0%	414
42048	Diamond State Insurance Company	2	\$1,587,392	0.0%	194
42781	Direct General Insurance Company	24	\$4,199,284	0.1%	882
23736	Direct National Insurance Company	6	\$1,674,445	0.0%	553
36463	Discover Property & Casualty Ins Co	10	\$13,186,299	0.2%	117
34495	Doctors Company An Interinsurance Exchange	0	\$4,765,487	0.1%	0
22926	Economy Fire & Casualty Company	0	\$58	0.0%	0
40649	Economy Premier Assurance Company	8	\$7,419,979	0.1%	166
21261	Electric Insurance Company	4	\$8,140,559	0.1%	76
21407	Emcasco Insurance Company	0	\$3,297,113	0.0%	0
21326	Empire Fire & Marine Insurance Co	8	\$54,438,953	0.7%	23
20648	Employers Fire Insurance Company	0	\$3,782,907	0.0%	0
21458	Employers Insurance Company Of Wausau	0	\$7,731,463	0.1%	0
21415	Employers Mutual Casualty Company	3	\$16,804,776	0.2%	28
32005	Employers Security Insurance Company	0	\$23,807	0.0%	0
15130	Encompass Indemnity Company	14	\$7,670,905	0.1%	282
10071	Encompass Insurance Company Of America	4	\$3,720,682	0.0%	166

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37915	Essentia Insurance Company	0	\$501,901	0.0%	0
25712	Esurance Insurance Company	36	\$15,747,509	0.2%	353
20516	Euler Hermes American Credit Indemnity Co	0	\$1,670,386	0.0%	0
10120	Everest National Insurance Company	0	\$3,346,507	0.0%	0
12750	Evergreen National Indemnity Company	0	\$998,629	0.0%	0
10318	Exact Property & Casualty	0	\$29,541	0.0%	0
10003	Excess Share Insurance Corporation	0	\$89,659	0.0%	0
35181	Executive Risk Indemnity Inc	0	\$5,402,691	0.1%	0
21482	Factory Mutual Insurance Company	0	\$50,562,656	0.6%	0
44784	Fairfield Insurance Company	0	\$4,616	0.0%	0
24384	Fairmont Specialty Insurance Company	1	\$861,548	0.0%	179
12345	Farm Bureau New Horizons Ins Co of MO	0	\$989,175	0.0%	0
26859	Farm Bureau Town & Country Ins Co Of MO	170	\$124,046,716	1.5%	212
19194	Farmers Alliance Mutual Insurance Company	17	\$9,028,189	0.1%	291
21628	Farmers Insurance Company Inc	137	\$133,377,451	1.6%	159
21652	Farmers Insurance Exchange	27	\$18,636,756	0.2%	224
13897	Farmers Mutual Hail Insurance Company Of IA	0	\$16,112,859	0.2%	0
16381	Farmers Union Cooperative Insurance Company	2	\$428,353	0.0%	721
41483	Farmington Casualty Company	0	\$3,581,593	0.0%	0
13838	Farmland Mutual Insurance Company	1	\$3,089,295	0.0%	50
10178	FCCI Insurance Company	0	\$1,692	0.0%	0
20281	Federal Insurance Company	4	\$80,415,669	1.0%	8
13935	Federated Mutual Insurance Company	4	\$27,036,248	0.3%	23
11118	Federated Rural Electric Insurance Exchange	0	\$4,391,959	0.1%	0
28304	Federated Service Insurance Company	0	\$7,543,229	0.1%	0
43460	FFG Insurance Company	2	\$8,409	0.0%	9,999
39306	Fidelity & Deposit Company Maryland	1	\$10,942,218	0.1%	14
35386	Fidelity & Guaranty Insurance Company	0	\$1,222,045	0.0%	0
25879	Fidelity & Guaranty Insurance Underwriters	0	\$265,154	0.0%	0
25180	Fidelity National Insurance Company	32	\$8,612,967	0.1%	574
16578	Fidelity National Prop. & Casualty Ins Co	1	\$842,235	0.0%	183
12815	Financial Guaranty Insurance Company	0	\$2,690,913	0.0%	0
19852	Financial Indemnity Company	39	\$11,466,543	0.1%	525
31453	Financial Pacific Insurance Company	0	\$15,184	0.0%	0
18287	Financial Security Assurance Inc	0	\$2,919,655	0.0%	0
21660	Fire Insurance Exchange	40	\$32,733,420	0.4%	189
21873	Firemans Fund Insurance Company	6	\$24,612,313	0.3%	38
10336	First Acceptance Insurance Company Inc	38	\$5,420,113	0.1%	1,082
37710	First American Property & Casualty Ins Co	0	\$36,822	0.0%	0
29980	First Colonial Insurance Company	2	\$5,360,222	0.1%	58
11177	First Financial Insurance Company	0	\$160	0.0%	0
10676	First Guard Insurance Company	0	\$1,005,556	0.0%	0
33588	First Liberty Insurance Corp The	1	\$2,115,830	0.0%	73
42722	First Marine Insurance Company	2	\$831,879	0.0%	371
24724	First National Insurance Company Of America	0	\$4,652,630	0.1%	0

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28519	First Sealord Surety Inc	0	\$105,685	0.0%	0
34916	First Specialty Insurance Corporation	0	\$19,529	0.0%	0
27626	Firstcomp Insurance Company	1	\$10,454,182	0.1%	15
13978	Florists Mutual Insurance Company	0	\$1,293,148	0.0%	0
11185	Foremost Insurance Company	30	\$14,710,760	0.2%	315
11800	Foremost Proeprty & Casualty Insurance Co	5	\$1,673,933	0.0%	461
41513	Foremost Signature Insurance Company	5	\$4,975,194	0.1%	155
10801	Fortress Insurance Company	0	\$174,269	0.0%	0
14249	Founders Insurance Company	0	\$243,702	0.0%	0
12361	Galen Insurance Company	0	\$2,505,093	0.0%	0
21253	Garrison Property & Casualty Insurance Co	0	\$1,154,517	0.0%	0
28339	Gateway Insurance Company	11	\$3,033,883	0.0%	560
41491	GEICO Casualty Company	8	\$3,065,689	0.0%	403
35882	GEICO General Ins Co	63	\$45,382,131	0.5%	214
22055	GEICO Indemnity Company	35	\$21,732,926	0.3%	249
24414	General Casualty Company Of Wisconsin	9	\$15,933,578	0.2%	87
18821	General Casualty Insurance Company	0	\$522,915	0.0%	0
30007	General Fidelity Insurance Company	0	\$943,689	0.0%	0
24732	General Insurance Company Of America	0	\$7,459,414	0.1%	0
22039	General Reinsurance Corporation	0	\$1,014,637	0.0%	0
11967	General Star National Ins Co	0	\$556,409	0.0%	0
11231	Generali U S Branch	0	\$1,396,672	0.0%	0
38962	Genesis Insurance Company	0	\$630,818	0.0%	0
41432	Genworth Home Equity Insurance Corporation	0	\$106,791	0.0%	0
16675	Genworth Mortgage Insurance Corp Of NC	0	\$6	0.0%	0
38458	Genworth Mortgage Insurance Corporation	0	\$16,286,378	0.2%	0
29823	Genworth Residential Mortgage Insurance Corp	0	\$435,702	0.0%	0
41343	Gerling America Insurance Company	0	\$221,467	0.0%	0
11044	GMAC Insurance Company Online Inc	1	\$914,485	0.0%	169
22063	Government Employees Insurance Co	26	\$19,155,972	0.2%	210
26310	Granite Re Inc	0	\$775,921	0.0%	0
23809	Granite State Insurance Company	1	\$5,260,235	0.1%	29
36307	Gray Insurance Company The	0	\$348,669	0.0%	0
26832	Great American Alliance Insurance Company	0	\$1,447,327	0.0%	0
26344	Great American Assurance Company	0	\$11,272,458	0.1%	0
16691	Great American Insurance Company	5	\$12,230,712	0.1%	63
22136	Great American Insurance Company Of NY	2	\$43,811,790	0.5%	7
33723	Great American Spirit Insurance Company	0	\$82,494	0.0%	0
25224	Great Divide Insurance Company	0	\$3,497,444	0.0%	0
20303	Great Northern Insurance Company	0	\$21,861,400	0.3%	0
11371	Great West Casualty Company	11	\$31,922,153	0.4%	53
22322	Greenwich Insurance Company	1	\$6,777,505	0.1%	23
14117	Grinnell Mutual Reinsurance Company	17	\$19,651,545	0.2%	134
16144	Grinnell Select Insurance Company	0	\$2,039,712	0.0%	0

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Alpha by Company					
Code	Name	Complaints 2006-2008	Average Annual Premium 2006- 2008	Average Market Share 2006- 2008	Complaint Index
36650	Guarantee Company Of North America USA	0	\$213,546	0.0%	0
11398	Guarantee Insurance Company	0	\$8,934,156	0.1%	0
42331	Guideone America Insurance Company	2	\$3,359,993	0.0%	92
42803	Guideone Elite Insurance Company	1	\$6,103,488	0.1%	25
15032	Guideone Mutual Insurance Company	23	\$8,650,545	0.1%	410
14559	Guideone Specialty Mutual Insurance Company	0	\$2,657,851	0.0%	0
34037	Hallmark Insurance Company	3	\$870,468	0.0%	532
22292	Hanover Insurance Company The	3	\$3,570,949	0.0%	130
10829	Harbor Point Reinsurance US Inc	0	\$19,555	0.0%	0
26433	Harco National Insurance Company	1	\$5,188,755	0.1%	30
23582	Harleysville Insurance Company	1	\$641,581	0.0%	241
14168	Harleysville Mutual Insurance Co	0	\$160,078	0.0%	0
22357	Hartford Accident & Indemnity Co	3	\$6,503,361	0.1%	71
29424	Hartford Casualty Insurance Co	5	\$29,739,548	0.4%	26
19682	Hartford Fire Insurance Company	10	\$43,440,900	0.5%	36
37478	Hartford Insurance Company Of Midwest The	14	\$14,569,762	0.2%	148
11452	Hartford Steam Boiler Inspection & Ins	0	\$1,897,237	0.0%	0
30104	Hartford Underwriters Insurance Company	37	\$53,575,152	0.6%	107
31550	Haulers Insurance Company Inc	6	\$5,808,842	0.1%	159
36919	Hawkeye Security Insurance Company	8	\$20,030,326	0.2%	62
35904	Health Care Indemnity Inc	0	\$3,192,279	0.0%	0
32077	Heritage Casualty Insurance Company	0	\$8,861	0.0%	0
39527	Heritage Indemnity Company	0	\$171,865	0.0%	0
10200	Hiscox Insurance Company Inc	0	\$158,668	0.0%	0
14206	Holyoke Mutual Insurance Company In Salem	0	\$9,903	0.0%	0
20419	Homesite Indemnity Company	39	\$5,369,860	0.1%	1,121
22578	Horace Mann Insurance Company	1	\$616,201	0.0%	251
22756	Horace Mann Property & Casualty Ins Co	1	\$1,288,268	0.0%	120
10069	Housing Authority Property Insurance	0	\$210,277	0.0%	0
28657	HSBC Insurance Company Of Delaware	0	\$97,247	0.0%	0
25054	Hudson Insurance Company	0	\$1,269,179	0.0%	0
29068	IDS Property Casualty Insurance Company	1	\$3,450,785	0.0%	45
23817	Illinois National Insurance Company	1	\$5,914,080	0.1%	26
43575	Indemnity Insurance Co Of North America	1	\$8,610,614	0.1%	18
29831	Independent Mutual Fire Insurance Company	0	\$82,387	0.0%	0
14265	Indiana Lumbermens Mutual Insurance Co	0	\$4,930,601	0.1%	0
39497	Infinity Assurance Insurance Company	15	\$4,405,675	0.1%	526
11738	Infinity Auto Insurance Company	10	\$2,816,416	0.0%	548
10061	Infinity Indemnity Insurance Company	1	\$606,577	0.0%	254
22268	Infinity Insurance Company	1	\$221,186	0.0%	698
12599	Infinity Standard Insurance Company	1	\$203,112	0.0%	760
23264	Inland Insurance Company	0	\$85,561	0.0%	0
22713	Insurance Company Of North America	0	\$26,948	0.0%	0
19429	Insurance Company Of The State Of PA	19	\$31,897,227	0.4%	92
27847	Insurance Company Of The West	0	\$1,431,656	0.0%	0

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Code	Name	Complaints 2006-2008	Average Annual Premium 2006- 2008	Average Market Share 2006- 2008	Complaint Index
10922	Insuremax Insurance Company	15	\$2,163,118	0.0%	1,070
22780	Integon General Insurance Corporation	0	\$97,253	0.0%	0
22772	Integon Indemnity Corporation	0	\$135,601	0.0%	0
29742	Integon National Insurance Company	1	\$202,277	0.0%	763
33367	Intermed Insurance Company	1	\$6,772,867	0.1%	23
11592	International Fidelity Insurance Company	0	\$1,110,965	0.0%	0
10749	Intrepid Insurance Company	0	\$801,354	0.0%	0
23647	Ironshore Indemnity Inc	0	\$22,742	0.0%	0
32921	Ismie Mutual Insurance Company	0	\$201,729	0.0%	0
11630	Jefferson Insurance Company	0	\$521,941	0.0%	0
14354	Jewelers Mutual Insurance Company	0	\$1,536,900	0.0%	0
15962	Kansas Bankers Surety Company The	0	\$3,492,064	0.0%	0
34703	Kansas Medical Mutual Insurance Company	0	\$2,402,765	0.0%	0
10914	Kemper Independence Insurance Company	1	\$2,226,007	0.0%	69
13073	Keystone Mutual Insurance Company	0	\$44,328	0.0%	0
13722	Knightbrook Insurance Company	0	\$6,250	0.0%	0
26077	Lancer Insurance Company	1	\$2,401,463	0.0%	64
37940	Lexington National Insurance Corporation	0	\$45,715	0.0%	0
13307	Lexon Insurance Company	0	\$455,575	0.0%	0
42404	Liberty Insurance Corporation	2	\$29,121,485	0.3%	11
19917	Liberty Insurance Underwriters Inc.	0	\$4,662,925	0.1%	0
23035	Liberty Mutual Fire Insurance Company	55	\$90,404,983	1.1%	94
23043	Liberty Mutual Insurance Company	11	\$22,337,069	0.3%	76
33855	Lincoln General Insurance Company	2	\$5,808,723	0.1%	53
14400	Lititz Mutual Insurance Company	10	\$9,268,940	0.1%	167
33600	LM Insurance Corporation	0	\$12,709,126	0.2%	0
22977	Lumbermens Mutual Casualty Company	0	\$13,854	0.0%	0
23108	Lumbermens Underwriting Alliance	0	\$739,728	0.0%	0
35769	Lyndon Property Insurance Company	2	\$24,512,271	0.3%	13
10051	Lyndon Southern Insurance Company	0	\$479,183	0.0%	0
36897	Manufacturers Alliance Insurance Company	0	\$228,490	0.0%	0
28932	Markel American Insurance Company	1	\$3,255,272	0.0%	47
38970	Markel Insurance Company	1	\$3,041,808	0.0%	51
19356	Maryland Casualty Company	2	\$6,453,953	0.1%	48
22306	Massachusetts Bay Insurance Company	3	\$837,828	0.0%	553
10784	Maxum Casualty Insurance Company	1	\$825,060	0.0%	187
12041	MBIA Insurance Corporation	0	\$4,217,906	0.1%	0
10686	Medical Liability Alliance	0	\$8,973,418	0.1%	0
11843	Medical Protective Company	1	\$15,419,285	0.2%	10
12754	Medicus Insurance Company	0	\$349,201	0.0%	0
22241	Medmarc Casualty Insurance Company	0	\$334,694	0.0%	0
11030	Memic Indemnity Company	0	\$425	0.0%	0
33650	Mendota Insurance Company	26	\$7,057,583	0.1%	569
31968	Merastar Insurance Company	1	\$297,057	0.0%	520

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Code	Name	Complaints 2006-2008	Average Annual Premium 2006- 2008	Average Market Share 2006- 2008	Complaint Index
14494	Merchants Bonding Company (mutual	0	\$1,036,875	0.0%	0
10502	Meridian Citizens Mutual Insurance Company	0	\$15,212	0.0%	0
23353	Meridian Security Insurance Company	0	\$1,706,691	0.0%	0
24821	Meritplan Insurance Company	3	\$314,974	0.0%	1,470
40169	Metropolitan Casualty Insurance Company	0	\$346,878	0.0%	0
25321	Metropolitan Direct Property & Casualty	1	\$1,656,812	0.0%	93
39950	Metropolitan General Insurance Company	1	\$225,931	0.0%	683
34339	Metropolitan Group Property & Casualty Ins Co	17	\$7,258,922	0.1%	362
26298	Metropolitan Property & Casualty Insurance Co	16	\$9,674,153	0.1%	255
27014	MFS Mutual Insurance Company	0	\$10,476	0.0%	0
18740	MGIC Indemnity Corporation	0	\$1,117	0.0%	0
38660	MIC General Insurance Corporation	1	\$920,857	0.0%	168
38601	MIC Property & Casualty Insurance Corporation	0	\$60,433	0.0%	0
14508	Michigan Millers Mutual Insurance Company	0	\$6,523,418	0.1%	0
21687	Mid Century Insurance Company	105	\$80,682,390	1.0%	201
23418	Mid-continent Casualty Company	1	\$2,472,458	0.0%	62
15380	Mid-continent Insurance Company	0	\$14,502	0.0%	0
23434	Middlesex Insurance Company	3	\$3,014,756	0.0%	154
13126	Midwest Builders' Casualty Mutual Company	0	\$4,749,866	0.1%	0
23612	Midwest Employers Casualty Company	0	\$7,093,856	0.1%	0
10895	Midwest Insurance Company	0	\$539,561	0.0%	0
23515	Midwestern Indemnity Company The	27	\$44,160,331	0.5%	94
40185	Millers Classified Insurance Company	4	\$4,477,553	0.1%	138
14583	Millers First Insurance Company	7	\$4,986,868	0.1%	217
42234	Minnesota Lawyers Mutual Insurance Company	0	\$75,981	0.0%	0
11964	Missouri Doctors Mutual Insurance Company	3	\$4,808,026	0.1%	96
10191	Missouri Employers Mutual Insurance Company	24	\$138,136,347	1.7%	27
27642	Missouri Hospital Plan	0	\$31,025,617	0.4%	0
11582	Missouri Professionals Mutual	3	\$41,308,384	0.5%	11
00103	Missouri Property Insurance Placement Facility	13	\$2,877,085	0.0%	698
20362	Mitsui Sumitomo Ins Co Of America	0	\$1,815,500	0.0%	0
22551	Mitsui Sumitomo Insurance USA Inc	0	\$441,229	0.0%	0
23655	Modern Service Insurance Company	0	\$3,768	0.0%	0
32506	Monroe Guaranty Insurance Company	0	\$38,970	0.0%	0
29858	Mortgage Guaranty Insurance Corporation	0	\$28,166,999	0.3%	0
22012	Motors Insurance Corporation	0	\$4,846,544	0.1%	0
11878	Mutualaid Exchange	0	\$436,688	0.0%	0
23663	National American Insurance Company	0	\$1,364,052	0.0%	0
11991	National Casualty Company	8	\$7,715,613	0.1%	160
10243	National Continental Insurance Company	0	\$17,171	0.0%	0
16217	National Farmers Union Property & Casualty Co	0	\$747,737	0.0%	0
15679	National Fire & Indemnity Exchange	1	\$236,490	0.0%	653
20478	National Fire Insurance Company Of Hartford	2	\$10,228,775	0.1%	30
42447	National General Assurance Company	2	\$1,291,826	0.0%	239
23728	National General Insurance Company	5	\$6,144,247	0.1%	126

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Alpha by Company					
Code	Name	Complaints 2006-2008	Average Annual Premium 2006- 2008	Average Market Share 2006- 2008	Complaint Index
20087	National Indemnity Company	2	\$5,540,522	0.1%	56
27944	National Insurance Association	2	\$543,779	0.0%	568
32620	National Interstate Insurance Company	2	\$5,902,213	0.1%	52
20052	National Liability & Fire Insurance Company	2	\$4,186,381	0.1%	74
15474	National Lloyds Insurance Company	7	\$1,569,434	0.0%	689
22608	National Specialty Insurance Company	1	\$1,272,197	0.0%	121
21881	National Surety Corporation	3	\$6,402,075	0.1%	72
20141	National Trust Insurance Company	0	\$90,106	0.0%	0
19445	National Union Fire Ins Co of Pittsburgh	7	\$71,559,614	0.9%	15
26093	Nationwide Affinity Insurance Co Of America	15	\$21,723,553	0.3%	107
28223	Nationwide Agribusiness Insurance Company	2	\$7,680,029	0.1%	40
25453	Nationwide Insurance Company Of America	6	\$9,081,658	0.1%	102
23779	Nationwide Mutual Fire Insurance Company	1	\$142,646	0.0%	1,082
23787	Nationwide Mutual Insurance Company	15	\$39,115,296	0.5%	59
25240	NAU Country Insurance Company	0	\$15,323,332	0.2%	0
42307	Navigators Insurance Company	2	\$4,153,641	0.0%	74
15865	NCMIC Insurance Company	0	\$1,373,915	0.0%	0
10317	Neighborhood Spirit Property & Casualty Co	1	\$103,139	0.0%	1,497
24171	Netherlands Insurance Company The	0	\$16,645,118	0.2%	0
23841	New Hampshire Insurance Company	11	\$39,926,213	0.5%	43
12130	New South Insurance Company	3	\$2,523,475	0.0%	184
16608	New York Marine & General Insurance Co	0	\$1,391,371	0.0%	0
14788	NGM Insurance Company	0	\$1,403	0.0%	0
27073	Nipponkoa Insurance Company LTD	0	\$3,482	0.0%	0
29700	North American Elite Insurance Company	0	\$40,007	0.0%	0
29874	North American Specialty Insurance Company	0	\$2,087,234	0.0%	0
27740	North Pointe Insurance Company	0	\$493,580	0.0%	0
21105	North River Insurance Company The	0	\$2,866,193	0.0%	0
36455	Northbrook Indemnity Company	2	\$29,683	0.0%	9,999
38369	Northern Assurance Company Of America	0	\$3,153,677	0.0%	0
19372	Northern Insurance Company Of New York	0	\$1,141,129	0.0%	0
27987	Northfield Insurance Company	1	\$1,245,097	0.0%	124
24015	Northland Insurance Company	5	\$9,307,480	0.1%	83
42552	Nova Casualty Company	0	\$119,313	0.0%	0
34630	Oak River Insurance Company	2	\$6,999,697	0.1%	44
23248	Occidental Fire & Casualty Company of NC	0	\$2,626,852	0.0%	0
24074	Ohio Casualty Insurance Company	7	\$9,614,053	0.1%	112
24104	Ohio Farmers Insurance Company	0	\$28,105	0.0%	0
26565	Ohio Indemnity Company	0	\$1,073,919	0.0%	0
24082	Ohio Security Insurance Company	0	\$319,094	0.0%	0
36625	Old Reliable Casualty Company	23	\$4,160,164	0.0%	853
24139	Old Republic General Insurance Corporation	0	\$470,638	0.0%	0
24147	Old Republic Insurance Company	4	\$40,652,629	0.5%	15
40444	Old Republic Surety Company	0	\$944,541	0.0%	0

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Code	Name	Complaints 2006-2008	Average Annual Premium 2006- 2008	Average Market Share 2006- 2008	Complaint Index
37060	Old United Casualty Company	1	\$1,089,818	0.0%	142
34940	Omni Indemnity Company	2	\$476,886	0.0%	647
39098	Omni Insurance Company	3	\$618,122	0.0%	749
20621	Onebeacon America Insurance Company	0	\$4,511,385	0.1%	0
21970	Onebeacon Insurance Company	2	\$4,222,777	0.1%	73
32700	Owners Insurance Company	13	\$40,303,603	0.5%	50
22748	Pacific Employers Insurance Company	0	\$1,342,425	0.0%	0
20346	Pacific Indemnity Company	1	\$6,563,806	0.1%	24
37850	Pacific Specialty Insurance Company	0	\$34,567	0.0%	0
10222	PACO Assurance Company Inc	0	\$51,230	0.0%	0
18333	Peerless Indemnity Insurance Company	2	\$2,686,128	0.0%	115
24198	Peerless Insurance Company	3	\$10,894,048	0.1%	43
32859	Penn America Insurance Company	0	\$5,582	0.0%	0
14982	Penn Millers Insurance Company	0	\$730,057	0.0%	0
21962	Pennsylvania General Insurance Company	0	\$402,728	0.0%	0
14974	Pennsylvania Lumbermens Mutual Insurance Co	2	\$3,840,266	0.0%	80
12262	Pennsylvania Manufacturers Association Ins Co	0	\$1,182,019	0.0%	0
41424	Pennsylvania Manufacturers Indemnity Company	0	\$322,873	0.0%	0
14990	Pennsylvania National Mutual Casualty Ins Co	0	\$177,445	0.0%	0
37648	Permanent General Assurance Corporation	0	\$68,437	0.0%	0
12297	Petroleum Casualty Company	0	\$131	0.0%	0
13714	Pharmacists Mutual Insurance Company	3	\$6,268,094	0.1%	74
18058	Philadelphia Indemnity Insurance Company	3	\$34,644,177	0.4%	13
25623	Phoenix Insurance Company The	2	\$10,240,690	0.1%	30
13194	Physicians Insurance Mutual	0	\$386,076	0.0%	0
11704	Physicians Professional Indemnity Association	2	\$9,178,168	0.1%	34
12670	Pioneer General Insurance Company	0	\$6,296	0.0%	0
18619	Platte River Insurance Company	1	\$656,089	0.0%	235
30945	Plaza Insurance Company	0	\$122,316	0.0%	0
27251	PMI Mortgage Insurance Company	0	\$15,857,518	0.2%	0
14460	Podiatry Ins Co of America	0	\$1,565,684	0.0%	0
37257	Praetorian Insurance Company	1	\$4,473,226	0.1%	35
44083	Preferred Physicians Medical RRG Inc	0	\$2,952,825	0.0%	0
36234	Preferred Professional Insurance Company	0	\$2,914,641	0.0%	0
10800	Premier Group Insurance Company	0	\$1,054,145	0.0%	0
33391	Proassurance Indemnity Company Inc	0	\$19,411,627	0.2%	0
21903	Procentury Insurance Company	0	\$43,240	0.0%	0
34312	Producers Agriculture Insurance Company	0	\$5,386,523	0.1%	0
12513	Professional Liability Ins Co Of America	0	\$3,721,800	0.0%	0
11127	Professional Solutions Insurance Company	0	\$1,049,739	0.0%	0
25585	Professionals Direct Insurance Company	0	\$1,063,662	0.0%	0
24260	Progressive Casualty Insurance Company	25	\$10,455,488	0.1%	369
42994	Progressive Classic Insurance Company	15	\$9,509,264	0.1%	244
16322	Progressive Direct Insurance Company	34	\$35,935,934	0.4%	146
24279	Progressive Max Insurance Company	34	\$32,032,688	0.4%	164

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Alpha by Company					
Code	Name	Complaints 2006-2008	Average Annual Premium 2006- 2008	Average Market Share 2006- 2008	Complaint Index
42919	Progressive Northwestern Insurance Company	50	\$33,007,774	0.4%	234
37834	Progressive Preferred Insurance Company	75	\$66,243,394	0.8%	175
32786	Progressive Specialty Insurance Company	3	\$2,380,572	0.0%	195
34690	Property & Casualty Insurance Co of Hartford	33	\$23,189,133	0.3%	220
12416	Protective Insurance Company	1	\$2,474,641	0.0%	62
28711	Providence Property & Casualty Ins Co	0	\$197,746	0.0%	0
39217	QBE Insurance Corporation	0	\$935,725	0.0%	0
23752	Quanta Indemnity Company	0	\$263,120	0.0%	0
36250	Radian Asset Assurance Inc	0	\$648,025	0.0%	0
33790	Radian Guaranty Inc	0	\$15,644,963	0.2%	0
11853	Ranchers & Farmers Insurance Company	0	\$407	0.0%	0
37303	Redland Insurance Company	0	\$883,919	0.0%	0
24449	Regent Insurance Company	0	\$4,889,785	0.1%	0
22179	Republic Indemnity Company Of America	0	\$99,590	0.0%	0
43753	Republic Indemnity Company Of California	0	\$6,236	0.0%	0
28452	Republic Mortgage Insurance Company	0	\$12,130,991	0.1%	0
31089	Republic Western Insurance Company	2	\$306,264	0.0%	1,008
43044	Response Insurance Company	0	\$448,207	0.0%	0
26050	Response Worldwide Insurance Company	1	\$995,337	0.0%	155
36684	Riverport Insurance Company	0	\$1,023,089	0.0%	0
28860	RLI Indemnity Company	0	\$9,262	0.0%	0
13056	RLI Insurance Company	0	\$5,460,897	0.1%	0
42706	Roche Surety & Casualty Company Inc	0	\$60,695	0.0%	0
27065	Rockford Mutual Insurance Company	0	\$488,976	0.0%	0
22314	RSUI Indemnity Company	0	\$9,365,457	0.1%	0
39039	Rural Community Insurance Company	1	\$23,429,432	0.3%	7
25405	Safe Auto Insurance Company	14	\$2,707,415	0.0%	798
24740	Safeco Insurance Company Of America	52	\$52,736,268	0.6%	152
39012	Safeco Insurance Company Of Illinois	156	\$123,074,110	1.5%	196
24759	Safeco National Insurance Company	0	\$5,338	0.0%	0
11123	Safety First Insurance Company	0	\$16,678	0.0%	0
15105	Safety National Casualty Corporation	0	\$13,489,348	0.2%	0
40460	Sagamore Insurance Company	12	\$3,310,893	0.0%	560
16551	Savers Property & Casualty Insurance Company	3	\$21,285,702	0.3%	22
15580	Scottsdale Indemnity Company	1	\$303,648	0.0%	508
15563	Sea Bright Insurance Company	0	\$1,443,734	0.0%	0
22543	Secura Insurance A Mutual Company	6	\$23,464,469	0.3%	39
10239	Secura Supreme Insurance Company	3	\$4,945,758	0.1%	94
10054	Securian Casualty Company	0	\$1,676	0.0%	0
19879	Security National Insurance Company	0	\$717,875	0.0%	0
12572	Selective Insurance Company Of America	0	\$10,464	0.0%	0
19259	Selective Insurance Company Of South Carolina	2	\$3,933,771	0.0%	78
39926	Selective Insurance Company Of The Southeast	0	\$1,923,569	0.0%	0
10936	Seneca Insurance Company Inc	0	\$669,239	0.0%	0

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Alpha by Company					
Code	Name	Complaints 2006-2008	Average Annual Premium 2006- 2008	Average Market Share 2006- 2008	Complaint Index
11000	Sentinel Insurance Company Ltd	10	\$5,081,359	0.1%	304
28460	Sentry Casualty Company	0	\$517,200	0.0%	0
24988	Sentry Insurance A Mutual Company	12	\$14,120,846	0.2%	131
21180	Sentry Select Insurance Company	3	\$19,006,881	0.2%	24
36560	Service Insurance Company	0	\$8,872	0.0%	0
11347	SFM Mutual Insurance Company	0	\$5,295	0.0%	0
23361	Shelter General Insurance Company	12	\$10,071,899	0.1%	184
23388	Shelter Mutual Insurance Company	208	\$275,293,006	3.3%	117
26557	Shelter Reinsurance Company	0	\$5,000	0.0%	0
11126	Sompo Japan Insurance Company Of America	0	\$1,465,624	0.0%	0
19216	Southern Insurance Company	1	\$5,325,028	0.1%	29
16047	Southern Pioneer Property & Casualty Ins Co	2	\$692,315	0.0%	446
20613	Sparta Insurance Company	0	\$61,878	0.0%	0
24767	St Paul Fire & Marine Insurance Company	3	\$23,596,022	0.3%	20
24775	St Paul Guardian Insurance Company	0	\$686,234	0.0%	0
24791	St Paul Mercury Insurance Company	2	\$10,409,709	0.1%	30
19224	St Paul Protective Insurance Company	0	\$1,127,570	0.0%	0
19070	Standard Fire Insurance Company	45	\$35,513,888	0.4%	196
42986	Standard Guaranty Insurance Company	0	\$227,142	0.0%	0
18023	Star Insurance Company	1	\$2,470,003	0.0%	62
40045	Starnet Insurance Company	0	\$2,411,675	0.0%	0
19530	State Auto National Insurance Company	2	\$505,675	0.0%	611
25127	State Auto Property & Casualty Insurance Co	11	\$24,410,476	0.3%	70
25135	State Automobile Mutual Insurance Company	1	\$1,484,975	0.0%	104
25143	State Farm Fire & Casualty Company	301	\$468,862,444	5.6%	99
25178	State Farm Mutual Automobile Insurance Co	303	\$595,038,294	7.1%	79
12831	State National Insurance Company Inc	1	\$7,442,429	0.1%	21
10952	Stonebridge Casualty Insurance Company	2	\$1,674,383	0.0%	184
10340	Stonington Insurance Company	3	\$4,648,051	0.1%	100
40436	Stratford Insurance Company	2	\$1,199,312	0.0%	257
40134	SUA Insurance Company	1	\$619,438	0.0%	249
10909	Sun Surety Insurance Company	0	\$21,367	0.0%	0
24047	Surety Bonding Company Of America	0	\$34,359	0.0%	0
20311	Syncora Guarantee Inc- <i>Suspended</i>	0	\$1,246,320	0.0%	0
12866	T H E Insurance Company	0	\$1,489,966	0.0%	0
22683	Teachers Insurance Company	0	\$2,044,427	0.0%	0
42376	Technology Insurance Company	4	\$3,986,099	0.0%	155
25534	TIG Insurance Company	0	\$2,770	0.0%	0
12904	Tokio Marine & Nichido Fire Insurance Co Ltd	0	\$3,198,949	0.0%	0
44300	Tower Insurance Company Of New York	0	\$30,841	0.0%	0
37621	Toyota Motor Insurance Company	0	\$428,736	0.0%	0
42749	Traders Insurance Company	33	\$4,018,184	0.0%	1,268
41238	Trans Pacific Insurance Company	0	\$16,319	0.0%	0
28886	Transguard Ins Co of America Inc	2	\$1,059,828	0.0%	291
33014	Transport Insurance Company- <i>Suspended</i>	1	.	.	.

Missouri Department of Insurance, Financial Institutions & Professional Registration
2008 Complaint Report

Property and Casualty Insurance Complaint Indices (Excluding Accident and Health)
Alpha by Company

Code	Name	Complaints 2006-2008	Average Annual Premium 2006- 2008	Average Market Share 2006- 2008	Complaint Index
20494	Transportation Insurance Company	2	\$6,218,657	0.1%	50
28188	Travco Insurance Company	0	\$1,372,027	0.0%	0
31194	Travelers Casualty & Surety Co Of America	2	\$27,065,433	0.3%	11
19038	Travelers Casualty & Surety Company	3	\$5,533,462	0.1%	84
19046	Travelers Casualty Ins Co of America	0	\$2,954,353	0.0%	0
40282	Travelers Commercial Casualty Company	31	\$26,795,833	0.3%	179
36137	Travelers Commercial Insurance Company	3	\$1,630,927	0.0%	284
27998	Travelers Home & Marine Insurance Company	30	\$36,645,415	0.4%	126
25658	Travelers Indemnity Company	6	\$31,203,257	0.4%	30
25666	Travelers Indemnity Company Of America	3	\$24,944,572	0.3%	19
25682	Travelers Indemnity Company Of Connecticut	3	\$11,350,457	0.1%	41
38130	Travelers Personal Insurance Company	8	\$5,014,502	0.1%	246
25674	Travelers Prop Casualty Co of America	12	\$68,199,618	0.8%	27
36161	Travelers Property Casualty Insurance Company	0	\$1,243,609	0.0%	0
31003	Tri State Insurance Company Of Minnesota	0	\$233	0.0%	0
24350	Triad Guaranty Insurance Corporation	0	\$890,654	0.0%	0
19887	Trinity Universal Insurance Company	1	\$437,136	0.0%	353
15954	Trinity Universal Insurance Company Of Kansas	0	\$158,054	0.0%	0
41211	Triton Insurance Company	3	\$894,280	0.0%	518
41106	Triumphe Casualty Company	0	\$4,398	0.0%	0
21709	Truck Insurance Exchange	1	\$10,855,243	0.1%	14
27120	Trumbull Insurance Company	3	\$896,912	0.0%	516
29459	Twin City Fire Insurance Company	19	\$29,998,655	0.4%	98
29599	U S Specialty Insurance Company	0	\$5,156,072	0.1%	0
37893	Ullico Casualty Company	0	\$149,914	0.0%	0
25844	Union Insurance Company	0	\$1,451,785	0.0%	0
21423	Union Insurance Company Of Providence	2	\$679,290	0.0%	455
11770	United Financial Casualty Company	13	\$12,794,905	0.2%	157
13021	United Fire & Casualty Company	14	\$33,449,810	0.4%	65
26999	United Guaranty Mortgage Indemnity Company	0	\$354,590	0.0%	0
15873	United Guaranty Residential Insurance Company	0	\$16,754,188	0.2%	0
16667	United guaranty Residential Insurance Of NC	0	\$232,887	0.0%	0
21776	United Security Insurance Company	0	\$17,057	0.0%	0
25941	United Services Automobile Association	36	\$57,526,216	0.7%	97
25887	United States Fidelity & Guaranty Company	0	\$3,187,219	0.0%	0
21113	United States Fire Insurance Company	2	\$7,859,039	0.1%	39
25895	United States Liability Insurance Company	1	\$2,631,320	0.0%	59
29157	United Wisconsin Insurance Company	0	\$2,029,497	0.0%	0
10915	Unitrin Direct Property & Casualty Company	14	\$2,945,517	0.0%	734
25909	Unitrin Preferred Insurance Company	3	\$2,181,424	0.0%	212
42862	Universal Casualty Company	18	\$2,052,418	0.0%	1,354
32867	Universal Fire & Casualty Insurance Company	0	\$2,960	0.0%	0
25933	Universal Surety Company	0	\$379,988	0.0%	0
13200	Universal Surety Of America	0	\$140,370	0.0%	0

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Property and Casualty Insurance Complaint Indices (Excluding Accident and Health)					
Alpha by Company					
Code	Name	Complaints 2006-2008	Average Annual Premium 2006- 2008	Average Market Share 2006- 2008	Complaint Index
41181	Universal Underwriters Ins Co	3	\$23,678,647	0.3%	20
40843	Universal Underwriters Of TX Insurance Co	0	\$412,862	0.0%	0
29998	Upper Hudson National Insurance Company	0	\$567	0.0%	0
25968	USAA Casualty Insurance Company	11	\$31,540,936	0.4%	54
18600	USAA General Indemnity Company	2	\$2,618,483	0.0%	118
25976	Utica Mutual Insurance Company	1	\$2,228,802	0.0%	69
26611	Valiant Insurance Company	0	\$59,798	0.0%	0
20508	Valley Forge Insurance Company	1	\$7,218,347	0.1%	21
21172	Vanliner Insurance Company	2	\$24,919,807	0.3%	12
18759	Verex Assurance Incorporated	0	\$2,389	0.0%	0
10815	Verlan Fire Insurance Company	0	\$435,213	0.0%	0
10644	Victoria Automobile Insurance Company	8	\$3,916,346	0.0%	315
42889	Victoria Fire & Casualty Company	1	\$110,749	0.0%	1,394
20397	Vigilant Insurance Company	2	\$8,347,004	0.1%	37
13137	Viking Insurance Company Of Wisconsin	20	\$6,558,250	0.1%	471
40827	Virginia Surety Company Inc	2	\$2,214,280	0.0%	139
32778	Washington International Insurance Company	0	\$511,063	0.0%	0
26069	Wausau Business Insurance Company	2	\$7,470,684	0.1%	41
26042	Wausau Underwriters Insurance Company	0	\$12,483,919	0.1%	0
25011	Wesco Insurance Company	3	\$2,426,162	0.0%	191
44393	West American Insurance Company	2	\$7,052,242	0.1%	44
21121	Westchester Fire Insurance Company	0	\$10,608,818	0.1%	0
27871	Western Agricultural Insurance Company	4	\$2,012,911	0.0%	307
27502	Western General Insurance Company Inc	0	\$11,182	0.0%	0
13188	Western Surety Company	2	\$8,964,431	0.1%	34
24112	Westfield Insurance Company	0	\$4,528,375	0.1%	0
39845	Westport Insurance Corporation	2	\$18,473,659	0.2%	17
31232	Work First Casualty Company	0	\$326,290	0.0%	0
13250	Workmens Auto Insurance Company	8	\$1,308,807	0.0%	944
24554	XL Insurance America Inc	0	\$4,893,700	0.1%	0
37885	XL Specialty Insurance Company	1	\$13,583,163	0.2%	11
26220	Yosemite Insurance Company	0	\$272,126	0.0%	0
27090	Young America Insurance Company	4	\$3,334,211	0.0%	185
30325	Zale Indemnity Company	0	\$9,443	0.0%	0
13269	Zenith Insurance Company	0	\$7,140,811	0.1%	0
16535	Zurich American Insurance Company	8	\$79,671,073	1.0%	16
27855	Zurich American Insurance Company Of Illinois	0	\$3,162,252	0.0%	0
Total		5,413	\$8,356,360,928	100.0%	.